Factors Affecting the Loneliness of Teleworkers.

Objectives   Although teleworking has become a more common way of working in Japan's post-pandemic, little is known about factors related to loneliness among teleworkers. This paper investigates personal and environmental factors associated with loneliness among teleworkers aged 18 or older who telework at least once a week at their homes.

Methods   This study was conducted using an online questionnaire survey. Multiple regression analysis was performed with loneliness (UCLA Loneliness Scale Version 3) as the dependent variable and environmental factors (communication status) and personal factors (stress management, self-control) as independent variables.

Results   The study subjects were 979 teleworkers working from home. The longer they spent chatting and sharing ideas with their workmates while teleworking (β =-0.34, $p<.01$) and the more frequently they sought help from their colleagues when they had problems (β =-1.27, $p<.01$), the significantly higher their tendency to feel less loneliness was. Self-disclosure to work peers (β =-0.33, $p<.01$) or to a familiar person (β =-0.46, $p<.01$), moderate rest (β =-0.06, $p<.10$), "redressive self-control" (β =-0.16, $p<.01$), or Teleworkers with high "Reformative self-control" (β =-0.09, $p<.01$) were significantly more likely to feel less loneliness. Teleworkers with higher "External control" (β =0.28, $p<.01$) significantly predicted a tendency toward greater loneliness.

Conclusion   In order to prevent loneliness among teleworkers, it is important to build relationships with colleagues by consulting with them when they have problems through online, and by making an effort to greet and chat with them. Another important factor is to voluntarily set desirable goals and execute them while controlling oneself. In addition, when people find themselves stuck at work, it may be effective to reduce the sense of loneliness and improve work efficiency by realizing this and once distancing themselves from work and conversing with those close to them or those in the workplace.

Factors Affecting the Loneliness of Teleworkers.

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📖 Introduction

◆ Telework refers to "a flexible work style that makes effective use of time and place through the use of information and communications technology (ICT)." Since the spread of COVID-19, more companies have introduced telework, and it is becoming more common.

◆ Advantages : Improved work-life balance (shorter commuting time, more time with family, support for balancing work and childcare / nursing / treatment). Increased work productivity and efficiency.

◆ Issues: Loneliness of teleworkers
<u>Factors related to loneliness in the workplace</u>
· Difficulty in casual consultation and reporting within the company (Cabinet Office, 2021)
· Lack of chatting and support from others
(Ogawa, Takashima, Nishimoto, 2021; Sandi and Lynn, 2003)
· Decreased communication with coworkers
(Adobe Systems, 2020)

👤 Loneliness

◆Factors influencing loneliness.
✓Stress management
✓Self-control

· <u>Redressive self-control</u>: short-term self-control of emotional reactions in stressful situations
· <u>Reformative self-control</u>: Long-term self-control to change habitual behaviors to desirable behaviors
· <u>External control</u>: Control motivated by external influences
(Sugiwaka,1995)

💡 Objectives

This study examines the effects of teleworker communication status, stress management, and self-control on the loneliness of teleworkers.

📑 Methods

Participants
817 male and female workers aged 20-70 who telework at home at least once a week.

Measures
(a) Face sheet (gender and age),
(b) Items related to working conditions
(c) Telework communication status
(d) the Short-form UCLA Loneliness (Arimoto & Tadaka, 2019)
(e) Items related to stress management status (Hirai et al., 2020)
(f) Redressive-Reformative Self-Control Scale (Sugiwaka, 1995)

Procedure
• An online survey was conducted in Japan
• This study was conducted with the approval of the Ethical Review Committee

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📊 Results

✓ The longer they spent chatting and sharing ideas with their colleagues at work and the more frequently they sought help from their colleagues in times of need while teleworking, the significantly higher their tendency to feel less lonely.

✓ Teleworkers who self-disclosed to colleagues or familiar figures, took adequate rest, and had high levels of "Redressive self-control" or "Reformative self-control" tended to have lower levels of loneliness.

✓ Teleworkers with high levels of "External control" tended to experience increased loneliness.

Table 1 Results of Multiple Regression Analysis with Communication Status as Explanatory Variable and Loneliness as Objective Variable

	β	p	SE	95% CI Lower	95% CI Uper
4 How often do you use communication tools to thank or be thanked by people at your workplace while teleworking?	0.08	0.48	0.11	-0.14	0.29
5 During telework, how much time do you spend using video conferencing tools to chat with people at work at one time or to share an idea you have?	-0.34	0.01 **	0.12	-0.57	-0.10
6 How much time do you spend in person when you come to work, chatting with people at work at one time or sharing a thoughtful idea?	0.15	0.23	0.13	-0.09	0.40
8 How often do you have drinks or dinners with people at	-0.14	0.30	0.14	-0.41	0.13
12 Can you ask a colleague for help when you need it?	-1.27	0.00 **	0.13	-1.54	-1.01
14 How well do you share tasks with your supervisor or colleagues?	-0.13	0.34	0.13	-0.39	0.13

$R^2 = .14$**
Adjust $R^2 = .13$

** $p < .01$, * $p < .05$, † $p < .10$

Table 2 Results of multiple regression analysis with stress management as explanatory variable and loneliness as objective variable

Stress Management	β	p	SE	95% CI Lower	95% CI Uper
I Sleep/Rest	-0.06	0.06 †	0.11	-0.12	0.00
II Self-disclosure to work colleagues	-0.33	0.00 **	0.12	-0.50	-0.17
III Self-disclosure to close contacts	-0.46	0.00 **	0.13	-0.61	-0.31
IV Schedule Management	0.02	0.72	0.14	-0.09	0.13

$R^2 = .19$**
Adjust $R^2 = .19$

** $p < .01$, * $p < .05$, † $p < .10$

Table 3 Results of multiple regression analysis with stress management as explanatory variable and loneliness as objective variable

Self-Control	β	p	SE	95% CI Lower	95% CI Uper
I Redressive self-control	-0.16	.001 **	0.05	-0.24	-0.07
II Reformative self-control	-0.09	.003 **	0.03	-0.16	-0.03
III External control	0.28	.000 **	0.02	0.23	0.33

$R^2 = .18$**
Adjust $R^2 = .17$

** $p < .01$

🗣 Discussion

✓ Teleworkers need to consult with others online to prevent loneliness, and to build relationships by greeting and chatting with others.

✓ Setting desirable goals spontaneously, controlling oneself, and executing them are important factors.

✓ It is effective to reduce the sense of loneliness and improve work efficiency by talking with people once you realize that you are stuck at work.

発表成果報告書

＊ ご自身の研究発表の概要だけでなく，学会での国際交流体験などにつきましても必ずご記載ください。

　　2024 年度 ICP（International Congress of Psychology）にて、「テレワーク労働者の孤独感に与える要因の検討」というテーマでポスター発表を行いました。本研究は、テレワークの拡大に伴い注目される孤独感に焦点を当て、その予防策を明らかにすることを目的としました。具体的には、職場でのコミュニケーション状況、ストレスマネジメント能力、セルフコントロール能力が孤独感に与える影響について調査しました。

　　本研究では、日本全国から 979 名のテレワーク労働者を対象にオンラインアンケート調査を実施しました。分析の結果、職場の同僚との雑談やアイデア共有が頻繁であるほど、また困難に直面した際に積極的に同僚へ助けを求める傾向がある労働者は、孤独感が低いことが示されました。また、自発的に目標を設定し実行するセルフコントロール能力が高い労働者ほど孤独感を低減する一方、他者に依存する行動が強い労働者ほど孤独感が高まることも明らかになりました。これらの結果を基に、孤独感を軽減する職場環境作りの重要性や、労働者自身が積極的に人間関係を構築するための具体的な方法を提言しました。

　　国際学会への参加は今回が初めてで、準備段階から学びの連続でした。当初、要旨を口頭発表形式で提出してしまうミスがありましたが、事務局に相談し迅速にポスター発表へ変更していただきました。この経験を通じて、学会での正確な手続きや柔軟な対応の重要性を痛感しました。また、英語での発表準備も初めての試みで、スライドや抄録を何度も見直しながら表現の工夫を重ねる中で、発表内容をいかに簡潔かつ魅力的に伝えるかを学ぶ機会となりました。

　　学会では、世界中から集まった研究者との交流が大きな財産となりました。特に、職場のメンタルヘルス改善に取り組む著名な教授との対話では、私の研究が国際的にどのように評価されるのかを実感すると同時に、研究デザインや分析方法についての具体的な助言をいただきました。また、国内外の研究者が孤独感というテーマをどのように捉え、どのようなアプローチを取っているかについても学ぶことができました。

　　さらに、普段は接点のない日本の他大学の研究者とも繋がることができ、共通の課題に対して議論を深める機会がありました。こうした対話を通じて、日本国内の研究環境や国際学会での存在感を高めるための視点を得ることができました。

　　今回の国際学会での経験は、研究者としての視野を大きく広げるものとなりました。特に印象的だったのは、異なる文化や視点を持つ研究者との議論が、私自身の研究への新たな視点をもたらしてくれたことです。これからも国際的な場で発信を続け、孤独感に関する研究を深めていきたいと考えています。この経験を糧に、さらに研究活動に邁進してまいります。

（日本語 1200 字以内）

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